

Section 1 Introduction - Maryland Healthy Kids/ Early Periodic Screening, Diagnosis and Treatment (EPSDT) Program

E. MEDICAID MANAGED CARE ORGANIZATIONS (MCOs)

Contract Agreements between the MCO and the Primary Care Provider

Primary Care Providers (PCPs) establish individual contracts with one or more of the eight MCOs. PCPs are responsible for familiarizing themselves with the content of the MCO Provider Manuals. These manuals reinforce service delivery requirements for the Medicaid recipients according to MCO policy and State regulations. Minor differences from one MCO to another are provided in the manuals that include, but are not limited to, MCO encounter data reporting requirements or MCO pre-authorization processes. Providers who wish to enroll in one or more MCOs should contact the *Provider Relations Department* of each MCO (Refer the Section 8).

HealthChoice regulations require that MCOs assign recipients younger than 21 years of age to a Healthy Kids certified PCP. Exceptions can be made if the parent specifically requests that their child be assigned to a non-certified PCP, e.g., when the child has a chronic condition and receives ongoing care from a specialist. Subcontracting components of Healthy Kids preventive care services is allowed, but can lead to fragmentation of care for the recipient and difficulty in managing the recipient's care. However, where subcontracting agreements exist, the PCP is required to have a copy of the preventive care service rendered by the subcontracted provider in the child's medical record.

The regulations that govern the Medicaid HealthChoice Program are 10.09.62-74 and can be viewed at <http://www.dsd.state.md.us/COMAR/ComarHome.html>. Specific information about each of the MCOs, including preauthorization phone numbers, customer service lines, 24 hour Nurse Help Lines, as well as pharmacy and vision services vendors, can be found in *HealthChoice Managed Care Organization Resource List* and the *Maryland Medicaid Healthchoice: Non-Formulary Emergency Supply Policies and Procedures for Managed Care Organizations* (Refer to Section 8).

The Role of the MCO Newborn Coordinators

An infant born to a mother who is enrolled in a MCO is automatically enrolled in the mother's MCO. Each MCO has a designated *Newborn Coordinator* (Refer to Section 8) who serves as a point of contact for providers with questions or concerns related to eligibility and provision of services to newborns within the first 60 days of life. Services provided by the newborn coordinators are outlined in the *Provider Action Grid for MCO Newborn Coordinator Assistance* (Refer to Section 1, Addendum) and include:

- Researching newborn eligibility to confirm MCO and provider assignment,
- Interfacing with the Medicaid Enrollment Broker to resolve enrollment concerns,
- Making retroactive provider enrollment and capitation adjustments,
- Coordinating and authorizing both in-network and out-of-network care as appropriate,

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- Coordinating with MCO ancillary provider networks, pharmacy or durable medical equipment, to assure appropriate delivery of care,
- Requesting newborn ID card,
- Facilitating resolution of claims for services to newborns.